Overcoming eGrants Connection Problems
## *Security Settings for Internet Explorer 5.0 or 5.5*

Follow the procedures outlined in this document when you encounter a problem connecting to the eGrants server at CNCS. An error message pop-up window advising that there is a **problem in making a connection to eGrants** indicates this problem. In most cases, changing your settings in your browser software as outlined in this document should fix connection problems to eGrants. If you change your settings and a connection is still not possible, please call your designated help desk provider.

If you receive an error that states "This page cannot be displayed" be sure the website you are attempting to access eGrants is http://egrants.cns.gov. You should also be able to access eGrants by following the eGrants links on the www.nationalservice.org website. If you are using the correct website and have followed the correct links and still receive this error it is likely that the eGrants server at CNCS is currently offline. Your eGrants help desk provider should be able to verify this for you.

1. Open "Internet Options" in Internet Explorer as follows:

     Double click on the Internet Explorer icon on the desktop
     After Internet Explorer opens click on the "Tools" menu and then on the "Internet Options"
     item. The *Internet Options* window is displayed below.
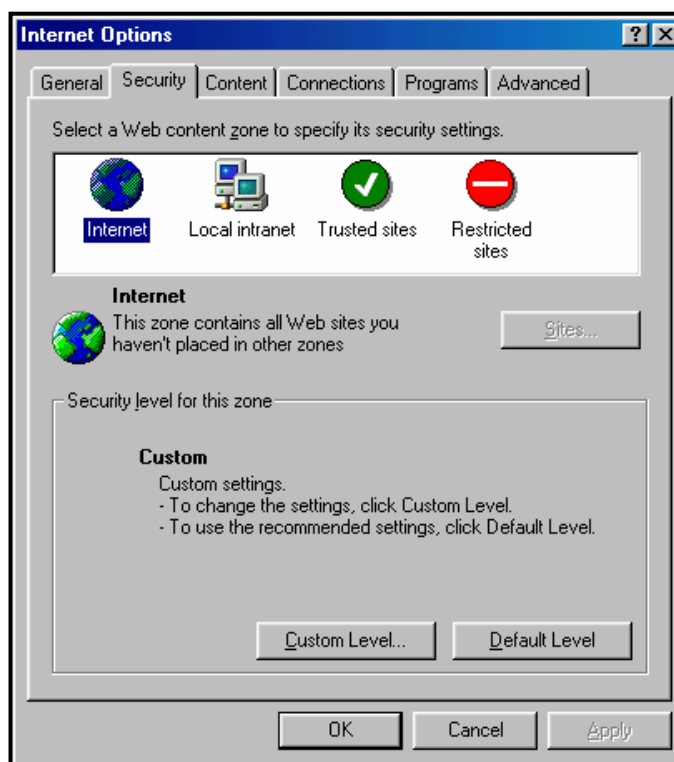
2. When the *Internet Options* window opens click on the *Security* tab.

3. Click on the appropriate "Web content zone" in the white area on the top of the tab under "Select a Web content zone to specify its security settings".   The available options here are *Internet, Local Intranet, Trusted Sites, and Restricted Sites*.

     A grantee should select the *Internet* option
     CNCS employees should select the *Local Intranet* option

4. In the bottom half of the "Internet Options" window is a section labeled "Security Level for this zone". The two options here are *Custom Level* and *Default Level*.

    If Custom is displayed in this section (as in the example above), skip to step 6.
    If Custom is NOT displayed in this section, perform step 5 and continue with the rest of the steps to verify your settings.

5. If a vertical slide bar is visible in the bottom half of the tab and says anything other than "Medium", move the slide bar until it says "Medium" as in the examples below.

6. Click the button that says "Custom Level…" at the bottom of the tab on the *Internet Options* window to open the *Security Settings* window as shown below.
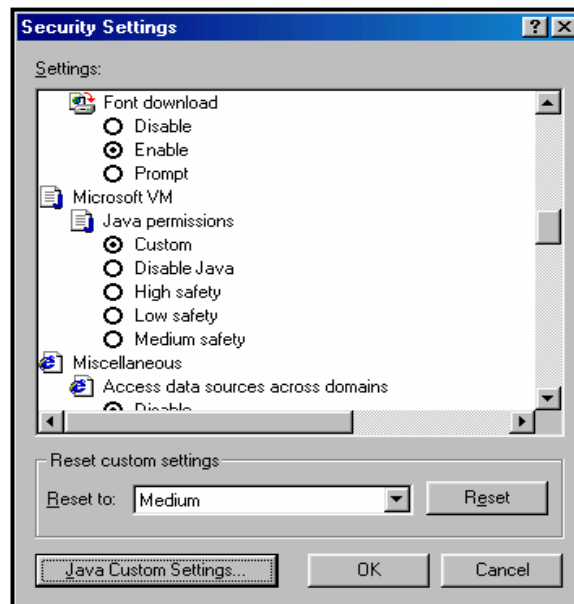
7. On the right side of the *Security Settings* window is a scrollbar. Slide the scrollbar downward until the *Microsoft VM* option is visible

8. The *Java permissions* (beneath Microsoft VM) should be set to "Custom". If *Java permissions* are not set to "Custom", click the radio button just to the left of the word "Custom". After you click on "Custom", a push button will be displayed at the bottom left of the *Security Settings* window labeled "Java Custom Settings".

9. Click the *Java Custom Settings* button. A window labeled *Internet* will open as shown below.
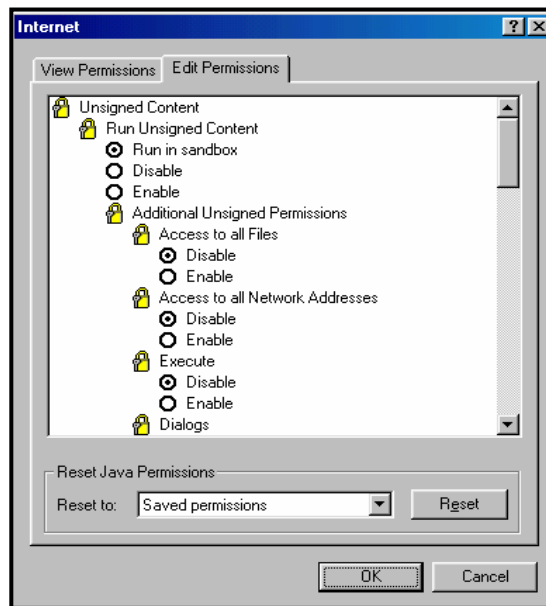
10. The *Internet* window has two tabs at the top. Click on the *Edit Permissions* tab.

11. The first item is labeled *Unsigned Content.* Indented beneath *Unsigned Content* is *Run Unsigned Content*. Click "Enable" for *Run Unsigned Content*.

12. Move the scrollbar down until you find *Signed Content*.

13. Under *Run Signed Content* click "Enable".

14. Click the "OK" button at the bottom of the *Internet* window to save your settings and close the window.

15. Click the "OK" button at the bottom of the *Security Settings* window to save your settings and close the window. It may take a few seconds to close.

16. Click "OK" at the bottom of the *Internet Options* window to save your settings and close the window.

17. Restart Internet Explorer by closing the window and reopening it. It is not necessary to restart the computer.

18. Connect to eGrants.